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QUESTION 1

How do you adjust the urgency of an aging assignment to increase the likelihood that the assignment is completed before the deadline?
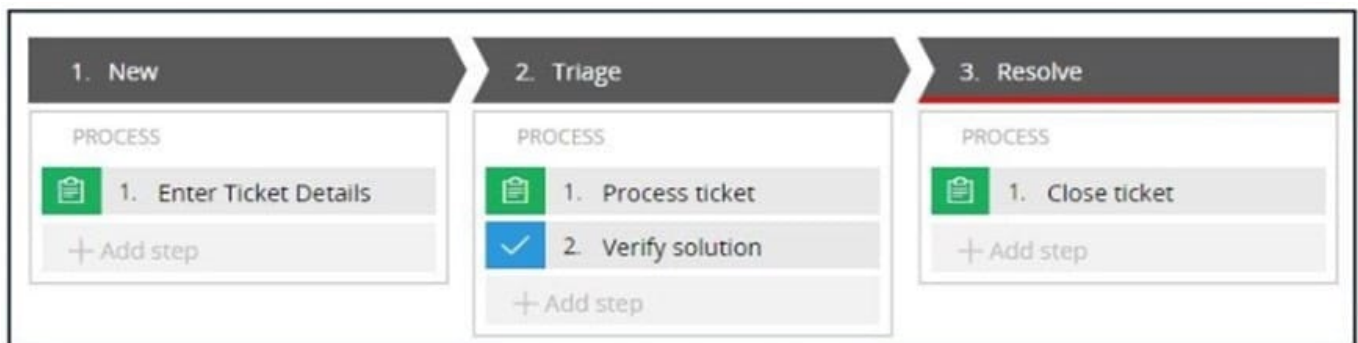
A. Apply an urgency adjustment to the goal interval.

B. Apply an urgency adjustment to the deadline interval.

C. Adjust the default assignment urgency.

D. Add an escalation action to the interval.

Correct Answer: B

Reference https://community1.pega.com/community/pega-academy/question/using-slas-?urgency-assignments-0

QUESTION 2

A help desk ticket case type is defined as follows:

If the Process ticket step is configured to set the status to Pending-Verification, when the status of the case set to Pending-Verification?

A. When Verify solution step starts.

B. When Process ticket solution step starts.

C. When Process ticket solution step completes.

D. When Triage stage completes.

Correct Answer: B

QUESTION 3

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the

request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

A. Approve Employee Request

B. Request Employee

C. Review Request

D. Manager Approves Request

Correct Answer: C

QUESTION 4

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

A. Add an Item Retention alternate stage and define a process for retention of item.

B. Add a decision in the Item process to change the stage when a return is not necessary.

C. Add a condition to skip the Item Return stage when a return is not necessary.

D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 5

Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.
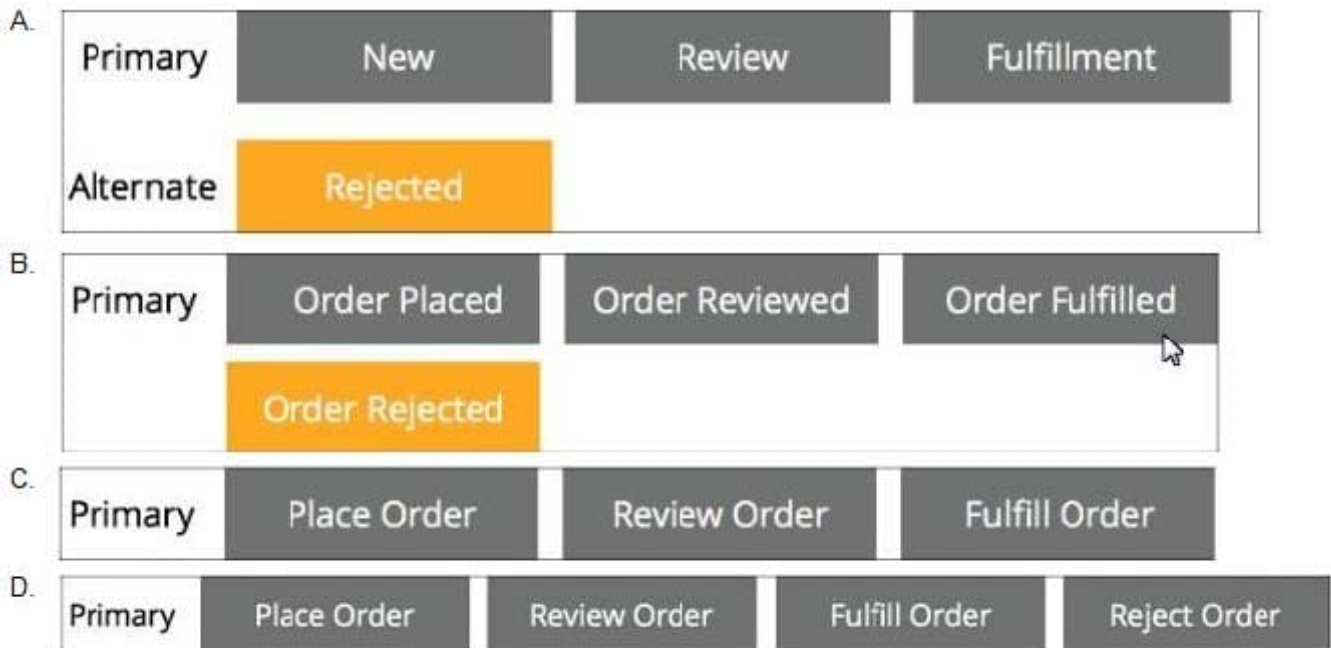
If approved, the request is forwarded to the Fulfillment department.

If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

The Fulfillment department will process the request if the requested items are in stock.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A